

# Sammy Joe Samuels

## Communications Officer

Committed to providing high quality service to drive growth and development. Positive, adaptable and empathetic with interpersonal and relationship building skills, to foster a great environment for success.

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## WORK EXPERIENCE

### Customer Care and Sales Representative Sutherland Global

05/2020 - Present Kingston  
*Sutherland is a business process transformation company that rethinks & rebuilds business processes for the digital age.*

#### Achievements/Tasks

- 99% resolution regarding financial and account issues.
- 95% on key performance index.
- Provide financial and customer service support to small and medium sized business.

Contact : Human Resources - 1-876-630-9400

### Customer Care and Sales Representative Ibex Global

11/2017 - 06/2019 Portmore,  
*Customer outsourcer for startups, scale-ups, and blue-chips.*

#### Achievements/Tasks

- Resolving technical issues and providing online support
- Exceeded the monthly sales target of 3%
- Maintaining customer experience of 95% monthly

### Customer Service Agent Conduent

11/2015 - 03/2017 Portmore  
*Conduent delivers digital business solutions and services on behalf of clients*

#### Achievements/Tasks

- Web Chat technical support on 3 chats concurrently.
- Providing updates on orders and delivery updates.
- Resolving issues with payments and refund.

### Associate Manager Sunshine Internet Cafe

06/2014 - 11/2016  
*Small Internet Cafe and Variety Store*

#### Achievements/Tasks

- Managed a team of 5 people and optimizing work flow
- Troubleshooting online issues
- Document preparation and management

## EDUCATION

### Communications

### Bachelors Degree in Communication Arts and Technology

08/2024 - Present Kingston, Jamaica

## SKILLS

Merchant Support

Financial Services Card Management

Fraud Detection

Sales Expert

Electronic Document Preparation and Management

Microsoft Office Suite

Payment Processing

Banking Support

Technical Support

Chat and Email Support

Data Entry

Multitasking

Teamwork

Customer Service

Solution Orientated

Active Listening

Communication

Complaint Resolution

De-escalation

## ACHIEVEMENTS

Associate Degree in Humanities (08/2010 - 07/2012)

7 Caribbean Advanced Proficiency Examination (CAPE)  
Passes (08/2010 - 07/2012)

7 Caribbean Secondary Examinations Council (CSEC)  
Passes (08/2005 - 07/2010)

## INTERESTS

Communication

Public Relation

Leadership

Engagement

Training

Upskilling